



Town of West Boylston
140 WORCESTER STREET
WEST BOYLSTON, MA 01583

TOWN OF WEST BOYLSTON CORONAVIRUS (COVID-19) UPDATE
MARCH 25, 2020

Today, March 25, 2020, in response to the COVID-19 pandemic, the Board of Health, with the support of the Select Board and Town Administrator has directed the **closure of Town Hall to the public until further notice. The Library and Senior Center closed earlier this week. The Police Station, Fire Department, DPW, and West Boylston Municipal Light Department offices are also closed to the public.** Municipal Employees will continue to report to work.

Accordingly, all town activities/programs are cancelled, as well. This decision is being made from an abundance of caution to attempt to limit in-person contact while also continuing to provide basic services to residents and business owners. The Town has taken the necessary steps to cancel non-essential government meetings.

While we certainly understand this situation is not ideal, we are proceeding with the well-being of our citizens and staff in mind. We encourage everyone to closely follow information from the Massachusetts Department of Health (DPH), West Boylston Board of Health, and the Centers for Disease Control and Prevention (CDC) and exercise good judgement and caution.

We are asking that the public use our on-line resources for on-line payment and contact us via email and telephone with any questions that you may have for us. Residents are encouraged to use the on-line permitting application and the drop box in the front of the Town Hall building, as well as the Fire Station for bill payment or any other documents that would normally be delivered personally.

Please see the telephone contact numbers below for frequently visited departments:

Assessors	774-261-4040
Light Department	508-835-3681
Department of Public Works	508-835-4820
Fire Department (business line)	774-450-3520
Health Department	774-261-4075
Library	508-835-3711
Police Department (business line)	774-450-3510
Senior Center / COA	508-835-6916
Town Administrator	774-261-4012
Town Clerk	774-261-4020
Water Department	508-835-3025
Treasurer/Tax Collector	774-261-4052
Veterans Services	774-261-4025

Assessor's Office

- The office phone number is 774-261-4040 and the email address is Assessors@westboylston-ma.gov
- The Assessors' Office will continue to process motor vehicle excise abatement's. Applications are available online at Assessors Department web page, under forms and documents, (Motor Vehicle Excise Abatement Form) <https://www.westboylston-ma.gov>
- Documentation may be sent via USPS, emailed to assessors@westboylston-ma.gov , 140 Worcester Street or placed in the drop box @ Town Hall.
- Call the office or email with any questions regarding personal exemptions.
- Real and Personal Property abatement's that were received within the required time frame will continue to be processed.

Treasurer/Collector's Office

- The Town's online payment systems allows residents to pay real estate, personal property in addition to paying water bills and sewer bills. <https://www.westboylston-ma.gov/>
- To make payments for excise please call the office for updated amount and mail in or drop off payment to our drop off box outside the Town Hall building.
- If you have any older excise tax, pay online @ www.kelleyryan.com/
- The payment drop box continues to be available 24/7 in the front of Town Hall building.
- When making out check(s), please make it payable to the Town of West Boylston.
- If you would like a receipt for your payment mailed back to you, please include your whole bill and a self-addressed stamped envelope with your check(s).
- If you have received an excise tax bill for a vehicle that you no longer own, please fill out the abatement form on the back of the bill and send it back to the Assessor's office with the required documents.

Senior Center / COA

- The Senior Center is closed for activities and programs.
- Staff and volunteers are available to provide meals on wheels, take-out meals for our more vulnerable congregate lunch participants, transportation services, outreach services and other services deemed necessary as a result of the pandemic.
- For more information call 508-835-6916
- or check the Town website for announcements / updates. <https://www.westboylston-ma.gov/>

DPW / Highway/Water/Cemeteries

- Incoming calls for tree issues, potholes, etc. can be placed to the DPW office at 508-835-4820.
- The Water Dept. will perform reads for those remote or drive by meters. If there is a situation that presents itself as an emergency only then will the water department enter the home or building.
- The payment drop box available in front of the West Boylston Town Hall 140 Worcester Street.
- Cemetery burials and Sale of Lots will occur as needed while considering weather conditions.
- Trash and recycling questions should be directed to 508-835-4820
- The pink Bag Program has been cancelled until further notice.

Fire Inspections

- Burn Permits will no longer be issued at the fire station. To get a Burn Permit, please go to our website <https://wboylston.burnpermits.com/>

- Permit Applications and other correspondence will not be received in person at the Fire Station. Please send them to us by U.S. Mail to West Boylston Fire Department 39 Worcester, Street, West Boylston, MA 01583.
- Realtors and other people selling residential property should anticipate delays in 26F/26F ½ (smoke and CO detector) inspections associated with real estate transactions. If possible, closing dates should be scheduled after April 15 to minimize this impact on real estate closings.
- The Wbfd Business office will be staffed and reachable by phone at 774-450-3520. Please feel free to call us to get help with any issues with permits, inspections, EMS billing or other non-emergency business. You can also contact us via email using the links provided on our website.
- All meetings and trainings scheduled at the fire station have been postponed.
- As always, if you have an emergency please call 911 and we will respond immediately.
- Fire records request can be made through e-mail

Police Department

- Until further notice, we are asking citizens to avoid coming into the lobby of the police department, unless it is a case of an emergency.
- We will be temporarily allowing our officers to take reports over the phone for any issues or incidents that we feel would not require a visit to your home. Some examples could be neighbor disputes/civil matters, calls for advice, credit card/identity theft, and animal matters that are not a threat to public safety.
- No citizen fingerprints will be taken at the station until further notice.
- If you have a situation that can be resolved over the phone by speaking with a police officer, please call our business line at 774-450-3510. Please continue to use 911 for all emergencies and medical calls.
- Police records request by calling 774-450-3510.

Building Department

- Contact Sheryl Keddy @ 774-261-4030 if you have any building department related questions. We do have forms on line. Please see our link on the Building Department page at <https://www.westboylston-ma.gov/>
- Any hard copy documents that need to reach the building department can be placed in the drop-box out front of the Town Hall.
- If you need to reach the building commissioner, George Tignor, please call 774-261-4031.
- Time-sensitive inspections (building, electric, gas & plumbing) will be completed, but please call to schedule an appointment with Sheryl Keddy @ 774-261-4030, between 7:30AM and Noon.

Board of Health

- Phone Number: 774-261-4075
- Website: <https://www.westboylston-ma.gov/>

Conservation Commission

- Site inspections for ongoing town projects will continue with the designee of the commission performing the inspections alone. If project owners are needed to be on site, it shall be outside only with the standard of social distance established.
- The Commission office and available by phone at 774-261-4071. Messages left are sent to the Secretary's email and will be reviewed.

- You may email the Commission for communications as well. The email through the Town Web site at <https://www.westboylston-ma.gov/>
- Meetings are tentatively scheduled to resume in the near future.
- Records requests must be made by email.

Zoning Board of Appeals

- Contact them at 774-261-4072 if you have any Zoning Board of Appeals questions or for application guidance.
- Please be sure to check the town's Calendar/Public Meetings website for any possible changes in schedules at <https://www.westboylston-ma.gov/>

Public Library

- All in-person library services are suspended, including delivery and pick-up of materials.
- Visit Beamanlibrary.org for more information and links to online resources like e-books, e-audio books, streaming music, language learning software, and news articles including an image edition of the Telegram & Gazette.
- Online resources and remote access through Overdrive/Libby <https://cwmars.overdrive.com/>
- Fines will not be charged on materials; all items have an extended due date of 5/1/2020.
- If you have any questions about remote access; how to use Overdrive, Libby, or other e-services; or need assistance troubleshooting, please visit Beamanlibrary.org, email beaman@cwmars.org or call 508-835-3711.

Town Clerk

- You may register to vote, update your address and/or party, update your name or check registration formation by visiting the Secretary of State's Online Voter Registration System: <https://www.sec.state.ma.us/ovr/>
- Town census forms should either be mailed or placed in the red drop box outside the West Boylston Town Hall.
- Dog Licenses may be renewed online here: <https://www.westboylston-ma.gov/>
- For all other essential transactions, such as marriage licenses and other vital records, or submitting nomination papers, please call the Town Clerk's Office to schedule an appointment.
- Notary Public services will not be performed.

Recreation Facilities

- **Outdoor Facilities:** At this time all playgrounds and parks have been closed, this includes outdoor tennis and basketball courts as well.

Government Meetings

Only essential meetings are to take place with remote participation in keeping with Governor Baker's March 15, 2020 order limited gatherings to 25 and now limited to 10 or less persons per Federal guidelines. Conference call information will be added to the posted meeting agendas so that the public may participate in these meetings, as much as possible. Agendas will continue to be posted on the Town's website.

As a reminder:

- Take every day precautionary actions to avoid the spread of respiratory viruses like the flu and COVID-19, such as washing your hands frequently for 20 seconds with soap and warm water (or use an alcohol-based hand sanitizer when soap and water are not available), avoiding people who are sick, avoiding touching your eyes, nose or mouth, and covering your cough or sneeze with a tissue.
- People who are sick should stay home and not go into crowded public places or visit people in hospitals.
- Anyone who is experiencing a fever and/or respiratory illness and is concerned they have either come into contact with the virus or traveled to an affected country within the last 14 days is advised to contact their primary health care provider.
- Practice social distancing at all times
- Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.
- Get the flu vaccine.
- Think about your own personal preparedness for you and your family
<https://www.mass.gov/know-plan-prepare/>

For the most up-to-date public health information, please visit these websites:

Massachusetts Department of Public Health – <http://www.mass.gov/2019coronavirus>

U.S. Centers for Disease Control & Prevention – <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

World Health Organization – <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Massachusetts 2-1-1 – <https://www.211info.org/corona-virus>

Mass.gov: Know, Plan, Prepare – <https://www.mass.gov/know-plan-prepare>

- Town Website <https://www.westboylston-ma.gov/>

Thank you for your patience and understanding.

With everyone's cooperation, the Town's residents, and employees will be safer.

Sincerely,

Nancy Lucier
West Boylston Town Administrator